



About us

Reflex Vehicle Hire are one of the UK's fastest growing, Top 1000 Companies to inspire Britain and Europe. With a fleet of over 5,700 vehicles and 85 plus employees operating from a 4-acre base at Loughborough, just a few minutes from the town centre and 15 minutes' walk from the train station.

Our Award-Winning Duty of Care package sets us apart from other commercial vehicle rental companies. We are the only rental business to hold the FTA Van Excellence Accreditation.

Job Description

The role involves telephone and email interaction with clients, van and car main dealers, recovery organizations, tyre distributors, other repairers, in-house mobile technicians and scheduling of MOT's.

Ideally, candidates that have had or who are working in car, van or truck dealers in service or customer care will have a significant advantage.

A motor trade technical background with qualifications is essential.

This role requires good IT skills as inbound calls and are entered directly into our Jaama KEY2 platform. You must have a good telephone manner, be clear and precise during telephone conversations and a very high level of attention to detail.

Desired Skills:

- Excellent IT skills
 - Excellent Attention to Detail
 - Excellent Organization and Planning
 - Excellent Administration
 - Excellent Telephone Manner
 - Excellent Team Player ensuring all breakdowns are dealt with promptly and efficiently
 - The ability to communicate technically within the team to assist first-time fix, cost reduction and ensuring customer satisfaction
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Job offering

The successful candidate will integrate with our Service Team composing of five people provide cover from 08:30am to 17:30pm Monday to Friday.

The basic week is 42.5 hours with limited Out of Hours breakdown cover by rota.
Job Type: Full-time

Salary: £22,000.00-£24,000.00 per year